

Curriculum vitae

A.Karthick

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CAREER OBJECTIVE:

To be associated with a progressive organization that gives me scope to develop and update my knowledge and skills and be a part of the team that dynamically works towards the growth.

Professional Summary:

- Good Experience as Service Desk Analyst engineer.
- Good Experience in Troubleshooting (H/W, S/W& N/W).
- Experience in analysis and deploying user problems.
- To provide desk side, remote and network connectivity support to end-user.
- Experience in Hardware, Software& Network issue reported using Service Now tool Also to resolve the issue within given SLA & to achieve metrics.

Work Experience

Working as Service Desk Analyst in Tata Consultancy Service Pvt Ltd, Bangalore
From 2022-2023 payroll of Teamware Solutions of private Ltd.(**International project**)

Responsibilities:

Providing network troubleshooting deskside and remote support to International clients
Project (RHDHV)

IP configuration checks.problems with IP address cause many network issues.

DNS checks with network issues,responsible for translating domain names into a specific IP address so that initiating client can load the requested internet resources.

Active Directory is a database and set of services that connect users with the network resources enable administrators to manage permission and access to network resources.

ping and tracert testing the IP address ,the network issue may be upstream of a modem.

- Handling and troubleshooting in software and hardware's via remote desktop using IVANTI TOOL
- MS Outlook configuration outlook backup and restore and troubleshooting
- Providing support on BIT LOCK end point security issues.
- We are handling service ticket in ZOHO remote session.
- Resolving technical issues quickly and efficiently.
- Installing and configuring software and meeting end user needs.
- Producing user manuals and guidance for end user.

WORK EXPERIENCE:

- Working as Desktop Support Engineer in Sysnet Global Technology Pvt Ltd, Bangalore from 2020 to 2022.
- Worked as Lenovo service Provider in New Wave Computing, Bangalore from 2018 to 2020.
- Worked as Manappuram finance ltd working as a Asst.Branch Manager, Coimbatore from 2016 to 2018.
- Worked as a Field Collection Executive in L&T Finance Department from 2013 to 2016

RESPONSIBILITIES:

- o Providing network troubleshooting, desk side and remote support to end-user / business.
- o Handling Hardware issues& replacement life cycle has been taken care.
- o To Apply OS patches and upgrades in Windows on a regular basis and upgrade administrative tools and utilities configure/ add new services as necessary.
- o Accessing devices via remote and provide necessary assistance to users
- o Providing support on end point security issues.
- o Providing support on new hire setup OS installation and laptop configuration.
- o Coordinating with OEM vendors on warranty replacements and recovery.
- o Managing INDIA ASSET – In stock and RTS report to manage asset status.
- o Currently handling VC migration refreshment project across south region.

QUALIFICATION:

- MBA – Anna University, Chennai.
- B.SC (CSC) – Periyar University ,Salem.

PERSONAL DETAILS:

Name : A.Karthick

Father's name : B.Ashokkumar

Date of birth : 11-12-1989

Gender : Male

Marital status : Married

Languages known : English, Hindi,Kannada and Tamil.

DECLARATION:

I hereby declare that the information given above is true to best of my knowledge.

Place: Bangalore

Yours Sincerely

Date :

(A.Karthick)

